

Job Description

POST: IT Operations Manager

RESPONSIBLE TO: Head of IT Services

RESPONSIBLE FOR: Contracts and Procurement Administrator
Data Protection Manager

SALARY: SCP 44- SCP48 (£42,651 - £46,377)

LOCATION: London

WORKING PATTERN: Full-time, 37 hours per week, 52 weeks per year

DISCLOSURE LEVEL: Enhanced

JOB PURPOSE:

- To oversee the administrative and back office function of the Oasis IT Services Team
- Development of the team approach to the management of risk and policy.
- Effective Financial Management of the IT Services Team
- Line management of the OCL Data Protection Manager and the IT Procurements Administrator
- Responsibility for effective management of Data Protection Practices for OCL
- Responsibility for IT Procurement for Oasis IT Services
- Effective support of the Head of IT Services and the IT Senior Leadership Team
- Timely completion of statistical information and departmental reporting

SPECIFIC RESPONSIBILITIES:

A. Operational Management:

- As a member of the Oasis IT Services Senior Leadership Team to contribute to the strategic direction of the team.
- Identify and develop strategies for areas that will benefit and contribute to the overall effectiveness and efficiency of the IT Services team.
- To supervise and lead the IT Team's administrative support ensuring duties are completed appropriately
- To oversee the process of gathering and collating departmental reporting from managers across the team.
- To own the IT Department risk register, ensuring that it is consistently reviewed and maintained with risks from across the team.

- To own the IT Departments objectives and to track progress by all parts of the IT Team against their assigned objectives.
- To be available to support the process of ordering and request fulfilment where required including authorising orders in line with delegated authority and departmental procedures.
- To own the process of asset management across the IT Services teams, to ensure that asset registers are updated and maintained.
- Managing projects that may be identified from time to time by the IT Leadership Team

B. Financial Duties

- To own the Oasis IT Department financial processes operated within the framework of policies operated by the Oasis Community Learning Finance Directorate.
- To support the IT Senior Leadership in the preparation of budgets and in the day to day management of financial operations.
- To undertake the day to day financial management of IT Services on behalf of the Head of IT Services including;
 - a. Liaison with the internal Oasis Community Learning finance department in supporting the correct coding orders and invoices
 - b. Supporting IT Department Management team in the successful completion of finance related request fulfilment.
 - c. Ensuring that the IT Department is operating to its departmental annual budget and that management accounts provide a true and accurate representation of the financial position.
 - d. Supporting the reconciliation of expenditure against budgets and in investigating issues and discrepancies.
- To effectively deal with queries from Academy Principals, Finance Managers and Operations Managers relating to IT contracts, costs and recharges.
- Oversee the department's payroll, ensuring that starters and leavers are correctly monitored such that the correct payroll information is processed by the Oasis Community Learning Payroll team.
- To ensure that the IT Services department promptly recharges our service users for the services provided including;
 - a. The costs associated with the use of the phone system
 - b. The costs associated with the use of IT Services resources by both internal customers and third parties
- Support the preparation of cost models and proposals including the creation of commercial propositions.

C. Contract Management and Procurement:

- To provide line management to the Contracts and Procurement Administrator and support and oversee their duties including;
 - a. Management of key supplier relationships
 - b. Administration of key contracts including maintaining comprehensive records of contracts and ensuring that renewals are undertaken in a timely fashion.
 - c. Administration of key departmental tenders and procurements
- Development of tender documentation and the management of procurement tenders on behalf of the Oasis IT Services Department.
- To ensure that recharges are made to suppliers for the use of departmental procurement vehicles such as the IT Services Framework and the IT Services Photocopier contract.

D. Provision of Secretarial Support:

- To be responsible for ensuring that all office/secretarial services for the IT Services Leadership Team, are provided efficiently and effectively and in a timely manner.
- To oversee and assist in the provision of secretarial services:
 - a) Co-ordinating the Head of IT's diary – appointments, meetings, key school dates etc
 - b) Overseeing the departmental calendar, ensuring it is kept up to date and circulated to staff and others as necessary. Ensuring timely reminders are sent to all staff and Council members in advance of events, meetings, etc
 - c) Maintaining the IT Team filing system and administrative paperwork
 - d) Organising travel and overnight accommodation arrangements, as required
 - e) Producing documents, briefing papers, reports and presentations

E. Human Resources:

- To own the HR processes for the IT Services department within the framework of policies operated by the Oasis Community Learning People Directorate.
- Liaise with the allocated HRBP appointed to co-ordinate HR activity in the Department, in particular in relation to recruitment and staff remuneration.
- To assist the Head of IT Services and other IT Managers with confidential Human Resources related matters concerning:
 - a. Maintaining enhanced disclosure and other checks for Staff, Contractors and Volunteers
 - b. the recruitment of IT Staff, as required including monitoring of probation periods and ensuring that appropriate processes are followed.
 - c. Providing support at confidential meetings, to include taking minutes
 - d. Ensuring that all staff have undertaken appropriate safeguarding training on an annual basis
 - e. Ensuring that all staff have undertaken appropriate health and safety training on an appropriate schedule.
 - f. Ensuring that all staff have undertaken appropriate organisation wide training in an appropriate fashion.
 - g. Supporting the process of departmental one to one's and appraisals to ensure effective line management is undertaken.
 - h. The creation of Job Descriptions and Person Specifications

- To manage the IT Services Department CPD programme to ensure that all staff are undertaking high quality training in line with the training policy. Including managing the relationship with training providers and maintaining effective records of training undertaken.

F. Policy:

- To be the owner of the IT Services Departmental policy framework including;
 - a. Ensuring the departmental policy library is maintained with correct versions of documents maintained and available as required.
 - b. Ensuring all policies are appropriately reviewed as per the agreed timescale by the appropriate team members
 - c. Identifying areas where policy coverage needs to be improved and ensuring that the updates are completed
- To be responsible for the development and maintenance of specific policies as agreed with the Head of IT Services.

G. Safeguarding

- Act as the Oasis IT Services lead for safeguarding including representing Oasis IT Services on the OCL Safeguarding Committee and acting as a conduit of information between the committee and the IT Services department.
- Act as the subject matter expert on safeguarding for the Oasis IT Services team.
- Act as the expert in the use of the E-Safety tools deployed by the IT Services team including being able to offer training to members of the IT Services Team and to the wider organisation.
- Ensure that effective E-Safety Policies are developed and kept up to date including taking account of technological developments and changes in education practice

H. Data Protection

- To provide line management for the OCL Data Protection Manager
- To ensure that Oasis meets its statutory obligations towards information governance, in line with recommendations from the ICO's advice for the Education sector
- To ensure that OCL meet the requirements of Data Protection legislation.

I. Training

- To develop and own the Oasis IT Services programme of training and professional development for national office and academy staff
- To generate training materials to support the delivery of elements of the programme where appropriate
- To deliver training as is appropriate to support the wider delivery of the programme.

J. OTHER:

- To ensure good employee relations and safe working practices are adhered to, and promoting and safeguarding the welfare of children and young people.
- To ensure all tasks are carried out with due regard to Health and Safety.

- Undertake any other duties as commensurate with the grade in order to ensure the smooth running of Oasis IT Services.
- Have a willingness to travel on an infrequent basis to Oasis sites around the UK.



Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Operations Manager Person Specification



Our Purpose

Oasis Academies exist to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Oasis Community Learning Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
Qualifications	Educated to Degree Level	- Finance or Accounting Qualification - HR Qualification - ITIL Foundation - Prince2 Foundation
Leadership and management	Minimum of 2 years' experience in an office Management/Financial Management post, to include working in the role of supervising a small team.	- Experience of working within an educational environment - Experience of working within an IT Managed Service context
Experience, Skills and knowledge	- Experience of public sector procurement regulations and best practice - Proven knowledge of data protection regulations and best practice - Knowledge of safeguarding best practice in an educational environment. - Strong administrative skills	- A good working knowledge of Health and Safety issues, - Experience of Safeguarding software solutions for example 'Policy Central Enterprise' or 'impero' - Experience of Microsoft Project

	• Excellent inter-personal skills • Good understanding of financial management systems and financial processes	
	• Excellent written communication skills including the preparation of comprehensive reports and presentations • Up-to-date, working knowledge of IT systems and office facilities • High attention to detail • High standard of numeracy • Excellent, up-to-date, knowledge of MS Office suite of applications, especially in the use of Microsoft Excel	
Personal Qualities	• Superior organisational skills • Proven ability to work under pressure and respond to deadlines • Ability to make sound judgements and prioritise multiple demands • Flexible, mature and balanced approach • Reliable, enthusiastic, committed • Able to demonstrate diplomacy, patience, credibility and lead by example. • Team player who is able to work collaboratively in a diverse team and share knowledge. • Able to deal with people from a broad cross-section of backgrounds at all levels internally and externally • Ability to remain discrete when privy to confidential information • Willingness to own the Oasis Community Learning ethos	